

**TOTSCo Bulletin No.52**  
**Date: 16 April 2024**  
**Subject: User Agreement Signature Deadline**

From 7 May, access to the TOTSCo hub (all environments) will be restricted to users who have signed the TOTSCo User Agreement. Additionally, you must provide us with accurate customer numbers (as of 30 June, 2023) by the same date.

The TOTSCo [User Agreement](#) has been available since November 2023. Before its availability, access to our hub was granted under a short-term testing agreement. Now the User Agreement has been finalised and signed by a significant number of CPs, we are withdrawing the test agreement from 7 May to bring all hub users onto the same contractual footing in preparation for OTS go-live in September.

If you are using an insourced or technical MAP to access the hub, you need to sign the TOTSCo User Agreement and this deadline applies to you. If you are using a full management MAP, you do not need to sign a TOTSCo User Agreement and should contact your MAP to understand your contractual arrangements.

If you are a MAP, there is a separate MAP agreement and we will communicate separately about the applicable deadline.

If you do not sign the User Agreement by 7 May, you may have to repeat the onboarding process and risk losing your current RCPID. Please note, that charges will be invoiced from 1 June, regardless of the date of signature of your User Agreement.

If you require assistance in finding the TOTSCo User Agreement or updating your customer numbers, please refer to our '[Account Management Portal How-to Guide](#)'.

**TOTSCo**  
**April 2024**

